



JOHN NAIMO  
AUDITOR-CONTROLLER

## COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

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February 3, 2015

TO: Supervisor Michael D. Antonovich, Mayor  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe

FROM: John Naimo   
Auditor-Controller

SUBJECT: **PROBATION DEPARTMENT - CELLULAR TELEPHONES AND OTHER  
WIRELESS DATA DEVICES REVIEW**

On January 4, 2011, your Board instructed the Auditor-Controller (A-C) to conduct audits of a sample of departments to determine if they are complying with County cellular telephone (cell phone) policies and procedures, and to report back within 12 months on the results of those audits. Subsequently, in the Chief Executive Office's (CEO) June 1, 2011 County Cell Phone Usage - Status Report No. 3, the Board was informed that these audits would begin six months after the approval and implementation of the proposed new County Cellular Telephone and Other Wireless Data Devices Usage Policy (Board Policy 3.160). Your Board approved this policy on October 2, 2012.

We reviewed the Probation Department's (Probation or Department) compliance with the County Fiscal Manual (CFM) and Board Policy 3.160. Our review included interviews with Probation management and staff; a review of Department inventory and service provider (i.e., Verizon Wireless) records; an evaluation of internal controls over wireless devices; and a review of the employee reimbursement process for personal use of a County cell phone.

### **Summary of Findings**

Our review disclosed significant weaknesses in Probation's controls over its wireless devices (i.e., cell phones, broadband cards, hot spots, and iPads). These weaknesses have resulted in the Department paying at least \$262,000 in potentially unnecessary

and inappropriate charges during our review periods. The following are examples of areas for improvement:

- **Probation needs to maintain accurate inventory records of wireless devices.** Probation's inventory records did not include 222 wireless devices (169 cell phones and 53 other wireless data devices) that were listed in Verizon Wireless' records, and 83 former Probation employees were listed as assigned users in Probation's inventory records. In addition, the Department's inventory records did not include the minimum fields (e.g., service provider, plan type, account number, etc.) required by the CFM.

*Probation's attached response indicates that they deactivated 168 of the 222 lines, and the remaining 54 lines were assigned and included in the Department's inventory records. In addition, the Department implemented a new procedure to timely notify the unit in charge of wireless devices of employee status changes (e.g., retired, terminated, etc.). The Department is also in the process of updating its inventory records to include all required fields.*

- **Probation needs to maintain documentation to support that device assignments are approved by an appropriate level of management and justified based on operational need.** Probation did not have documentation to support that device assignments were approved and/or properly justified for 24 (36%) of the 67 devices reviewed.

*Probation's attached response indicates that they obtained all missing approvals/justifications. In addition, the Department will ensure new device assignment requests are approved by an appropriate level of management and justified based on operational need, and documentation is maintained.*

- **Probation needs to reduce costs by monitoring monthly wireless device bills, deactivating unnecessary devices, and ordering devices only when needed.** Probation paid monthly service fees for 2,354 wireless devices, including approximately \$171,000 for 449 (19%) wireless devices that were not used during the nine-month period reviewed, and \$85,000 for 332 (14%) wireless devices that were not used for a significant part of the review period (i.e., for periods between five and eight months), due to intermittent usage. Some of these charges may be due to the new (activated) wireless devices that were in the stockroom. We sampled ten of the new stockroom devices and noted that they were in the stockroom for an average of ten months.

*Probation's attached response indicates that they are now reviewing quarterly usage reports to identify wireless devices with no usage, and requesting Executive Management approval for the proposed deactivations. In addition, the Department began monitoring stockroom inventory on a monthly basis,*

*deactivating newly ordered devices that have not been picked up within 30 days, and ensuring devices are ordered on an as needed basis. The Department will request additional staff to monitor device usage, including identifying lines with minimum usage.*

- **Probation needs to review all wireless device bills for additional charges monthly.** For example, we noted that for two cell phones, Probation did not identify approximately \$4,650 in roaming charges for calls made within India during our review period.

*Probation's attached response indicates that they obtained temporary staff to review all wireless device bills for additional charges and distribute bills with additional charges to employees. The Department will request additional staff to continue to conduct the reviews and ensure all additional charges are resolved.*

Details of these and other findings and recommendations are included as Attachment I.

### **Review of Report**

We discussed our report with Probation management. The Department's attached response (Attachment II) indicates general agreement with our findings and recommendations, and that they have implemented many of the recommendations in our report.

We thank Probation management and staff for their cooperation and assistance during our review. If you have any questions, please contact me, or your staff may contact Robert Smythe at (213) 253-0100.

JN:AB:RS:TK

### **Attachments**

c: Sachi A. Hamai, Interim Chief Executive Officer  
Jerry E. Powers, Chief Probation Officer  
Department Heads  
Audit Committee  
Public Information Office

**PROBATION DEPARTMENT  
CELLULAR TELEPHONES AND OTHER WIRELESS DATA DEVICES REVIEW**

**Background**

The Probation Department's (Probation or Department) Communication Services Office is responsible for issuing wireless devices (i.e., cellular telephones (cell phone), broadband cards, hot spots, and iPads), maintaining inventory, monitoring usage, and requesting reimbursement for cell phone overages and additional charges (e.g., texting, directory assistance, etc.). Probation had approximately 2,400 active wireless devices, and spent \$1.7 million during Fiscal Year 2012-13 on wireless services.

**Scope**

We reviewed Probation's compliance with the County Fiscal Manual (CFM) and the Board of Supervisors' (Board) County Cellular Telephone and Other Wireless Data Devices Usage Policy (Board Policy 3.160). Our review included interviews with Probation management and staff; a review of Department inventory and service provider (i.e., Verizon Wireless) records; an evaluation of internal controls over wireless devices; and a review of the employee reimbursement process for personal use of a County cell phone.

**COMMENTS AND RECOMMENDATIONS**

**Inventory**

Probation uses a barcode system and a manual inventory list to account for wireless devices. The manual inventory list only accounts for assigned wireless devices, while the barcode system accounts for assigned and unassigned (i.e., stockroom) devices.

**Inventory Accuracy**

Probation does not maintain accurate inventory records of wireless devices, as required by CFM Section 4.7.2.2. We noted the Department's inventory records did not include 222 wireless devices (169 cell phones and 53 other wireless data devices) that were in Verizon Wireless' records, and the devices incurred approximately \$87,000 in service fees from October 2012 through June 2013. Sixty-three (28%) of the 222 devices had usage. In addition, we noted that the Department's records had wireless devices assigned to 83 former Probation employees. Eight (10%) of the former employees were still listed as assigned users in Verizon Wireless' records, and one (13%) of the eight employees' cell phone had usage for three weeks after the employee's termination date. The Department indicated that the employee did not return the cell phone until three weeks after the employee's termination date.

We also noted that information (e.g., user name, phone number, location, etc.) for some devices on both the barcode system and the manual inventory list did not always agree,

and the Department's records did not include the minimum fields (e.g., service provider, plan type, account number, etc.) required by CFM Section 4.7.2.2.

Probation needs to immediately reconcile Verizon Wireless' and the Department's records, make necessary updates (e.g., include all devices, remove terminated employees, etc.), and maintain one complete, accurate inventory (i.e., the barcode system or the manual inventory list) of its wireless devices. In addition, the Department should ensure its inventory includes all required fields. Probation should also update Verizon Wireless' and the Department's records timely, and continue to periodically reconcile the Department's and Verizon Wireless' records to ensure the records are complete/accurate.

### **Recommendations**

#### **Probation Department management:**

- 1. Immediately reconcile Verizon Wireless' and the Department's wireless device records and make necessary updates (e.g., include all devices, remove terminated employees, etc.).**
- 2. Maintain one complete, accurate inventory (i.e., the barcode system or the manual inventory list) of its wireless devices.**
- 3. Ensure the wireless device inventory includes all required fields.**
- 4. Update Verizon Wireless' and the Department's records timely, and continue to periodically reconcile the Department's and Verizon Wireless' records to ensure the records are complete/accurate.**

### **Excessive Inventory**

CFM Section 4.7.2.2 states that departments may maintain a reasonable number of unassigned activated cell phones for use in emergencies with appropriate security controls to prevent misuse. In addition, CFM Section 5.2.3 requires that inventory items should only be ordered when needed with proper authorization. We noted that Probation had excessive, unassigned wireless devices on-hand. Specifically, in November 2013, Probation had approximately 570 wireless devices in the stockroom, including 245 salvaged items. Of the remaining 325 devices, 300 were new and still in boxes, and 25 were previously used devices available to be re-issued.

The Department indicated that the significant number of salvaged items was due to an upgrade of several employees' broadband cards to receive a lower monthly plan rate. The Department plans to send the devices to the Internal Services Department for salvage.

We reviewed ten (3%) of the 300 new devices, with a total cost of approximately \$450, to determine how long the devices were in the stockroom and if the Department incurred service charges for these devices. We noted that the ten devices were in the stockroom for an average of ten months, and incurred service fees totaling approximately \$4,400 from the purchase dates to November 2013. It is likely that the Department incurred similar charges for the remaining devices. The Department should limit activated unassigned wireless devices to a reasonable number for emergencies, deactivate the remaining devices to avoid unnecessary costs, and order devices only when needed. In addition, the Department should ensure that obsolete devices are salvaged timely.

### **Recommendations**

#### **Probation Department management:**

- 5. Limit activated unassigned wireless devices to a reasonable number for emergencies, and deactivate the remaining devices to avoid unnecessary costs.**
- 6. Ensure wireless devices are ordered only when needed.**
- 7. Ensure obsolete devices are salvaged timely.**

### **Monitoring**

Departments need to monitor wireless devices to ensure device assignments are justified based on operational need, usage is appropriate, costs are minimized, and reimbursements for personal usage are made.

### **Device Assignments and Annual Reevaluations**

CFM Section 4.7.1 requires wireless device assignments be based on operational need and not employee level. In addition, CFM Section 4.7.2.1 requires assignments to be individually justified and approved by the appropriate level of management. We reviewed 67 wireless device assignments and noted that Probation did not have justifications for the operational need and/or approvals for 24 (36%) devices. For example, one employee's cell phone assignment was self-approved and justified.

CFM Section 4.7.2.2 requires departments to, at least annually, reevaluate individual wireless device assignments to certify continued need and review the employee's pricing plan to ensure the most cost-effective plan continues to be used. We noted that Probation has never performed this reevaluation.

Probation should ensure that wireless device assignments are approved by an appropriate level of management and justified based on operational need, and documentation supporting approvals/justifications is maintained. In addition, the

Department should reevaluate individual wireless device assignments at least annually to certify continued need, and review the employee's pricing plan to ensure the most cost-effective plan continues to be used.

### **Recommendations**

#### **Probation Department management:**

- 8. Ensure that wireless device assignments are approved by an appropriate level of management and justified based on operational need, and documentation supporting approvals/justifications is maintained.**
- 9. Reevaluate individual wireless device assignments at least annually to certify continued need, and review the employee's pricing plan to ensure that the most cost-effective plan continues to be used.**

### **Device Usage and Costs**

CFM Section 4.7.1 requires departments to control device usage and costs through monthly bill reviews. However, we noted that Probation did not review wireless device bills to control device usage and costs (e.g., no usage, minimal usage, etc.).

We reviewed Probation's Verizon Wireless device bills from October 2012 through June 2013, which included 2,354 devices (1,405 cell phones and 949 other wireless data devices) totaling approximately \$1.0 million. We noted that Probation paid service fees totaling approximately \$171,000 for 449 (19%) of the 2,354 wireless devices that were not used during the nine-month period reviewed, and \$85,000 for 332 (14%) wireless devices that were not used for a significant part of the review period (i.e., for periods between five and eight months), due to intermittent usage. Some of these charges may be due to the new (activated) wireless devices in the stockroom, discussed previously. For the 1,405 cell phones, we also noted the following:

- 168 (12%) cell phones had minimal usage, but the Department incurred service fees totaling approximately \$63,000 during the review period. We defined minimal usage as averaging less than 80 minutes and 1,000 kilobytes of data per month. The 1,000 kilobytes of data usage equates to viewing 20 e-mails without attachments, one e-mail with an attachment, and one website per month.
- 383 (27%) cell phones incurred more than their individual allotted 450 voice minutes per month. However, because the Department's cell phone minutes are pooled, the Department did not incur overage charges. If the Department cancels the devices with no usage and/or minimal usage, the amount of pooled minutes will decrease significantly, and Probation may incur overage charges if employees continue to exceed their allotted voice minutes per month.

Probation also paid for global data and navigation service features, totaling approximately \$2,700, on 22 cell phones. We interviewed ten employees who had either the global data or navigation service feature, and six (60%) indicated that they did not use the features. However, the Department paid approximately \$980 during our review period for the six employees to have these features. Four (67%) of the six employees were not aware that they had the additional feature on their cell phone.

The Department should deactivate unused wireless devices and review the wireless devices with minimal usage to determine if they should be deactivated. The Department should also monitor the devices that exceed the monthly voice minute allowances to determine if the usage is appropriate, and increase voice minute allowances, if needed. In addition, the Department should review wireless device bills monthly to identify and deactivate unused devices and unnecessary features.

### **Recommendations**

#### **Probation Department management:**

- 10. Deactivate unused wireless devices and review wireless devices with minimal usage to determine if they should be deactivated.**
- 11. Monitor the wireless devices that exceed the monthly voice minute allowances to determine if the usage is appropriate, and increase voice minute allowances, if needed.**
- 12. Review wireless device bills monthly to identify and deactivate unused devices and unnecessary features.**

### **Additional Charges**

If wireless device bills exceed plan rates, CFM Section 4.7.2.2 requires Department administrative staff to distribute bills to employees within one month of bill receipt. Employees are required to review the bills to verify that the charges are correct, and identify any personal usage/calls. If the overage (e.g., minute overage) and/or additional charges (e.g., texting, directory assistance, etc.) are due to personal usage/calls, employees must reimburse the Department for the costs that exceed plan rates within 30 days of receiving the bill. Department management is required to review the bills after they have been verified by employees to ensure usage is appropriate and any personal usage/calls in excess of plan rates are reimbursed.

Probation does not ensure that employees reimburse the Department for personal usage. From October 2012 through September 2013, the Department did not incur any overage charges because the Department's cell phone minutes are pooled, but did incur additional charges for text messaging, roaming, directory assistance, and long distance, totaling approximately \$6,800. We judgmentally selected a cell phone bill for 12 wireless device lines that incurred additional charges and noted the following:



- For one (8%) bill, Probation incurred approximately \$1,600 in roaming charges for calls made within India, and administrative staff did not identify these charges during their monthly bill review. We reviewed this line's activity for our review period, and noted a total of approximately \$4,200 in roaming charges for calls made within India. We noted an additional line with roaming charges within India totaling approximately \$450 for the same period. Both lines were canceled after we notified the Department of the activity.
- For six (50%) bills, the employees did not reimburse the County or provide documentation to the Department noting whether the additional charges were County related. Of the six bills, one included approximately \$65 in application subscriptions and directory assistance (411 service), or a total of approximately \$600 in similar charges during the review period. The remaining five bills included additional charges totaling approximately \$200.
- For two (17%) bills, the employees did not reimburse the County for personal usage timely. For example, one of the employees paid nine months after bill receipt.
- For seven (58%) bills, the Department could not provide documentation to support that the employees and/or management reviewed the bills.
- For four (33%) bills, the Department's administrative staff did not distribute the bills or maintain documentation to support that the bills were distributed to the employees within one month of bill receipt.

The Department should ensure that administrative staff review wireless device bills for overage/additional charges monthly, distribute bills to employees within one month of bill receipt, and maintain documentation to support that bills were distributed to employees. In addition, the Department should ensure employees review the overage/additional charges to verify that the charges are correct and identify any personal usage/calls. If the overage/additional charges are due to personal usage/calls, employees must reimburse the Department within 30 days for the costs that exceed plan rates, or notify administrative staff that the usage/calls are County related. In addition, management should review the bills after they have been verified by employees to ensure usage is appropriate and personal usage/call costs in excess of plan rates are reimbursed. The Department should also consider blocking services (e.g., international roaming, application downloads, etc.) that result in additional charges.

### **Recommendations**

#### **Probation Department management:**

- 13. Ensure administrative staff review wireless device bills for overage/additional charges monthly, distribute bills to employees**

within one month of bill receipt, and maintain documentation to support that bills were distributed to employees.

14. Ensure employees review wireless device bills with overage/additional charges to verify the charges are correct, identify and reimburse the Department within 30 days of receiving the bill for personal usage/calls that exceed plan rates, or notify administrative staff that the usage/calls are County related.
15. Ensure wireless device bills are reviewed by management after they have been verified by employees to ensure usage is appropriate and personal usage/call costs in excess of plan rates are reimbursed.
16. Consider blocking services (e.g., international roaming, application downloads, etc.) that result in additional charges.

#### **Internal Control Certification Program**

The Auditor-Controller developed the Internal Control Certification Program (ICCP) to assist County departments in evaluating and improving internal controls over fiscal operations. Departments must review and evaluate controls in key fiscal areas and certify that proper controls are in place or note that action is being taken to correct any deficiencies or weaknesses noted.

Many of the issues we noted in Probation's wireless device operations should have been identified when Probation completed their ICCP. However, it appears Probation did not include wireless device operations when completing their ICCP.

#### **Recommendation**

17. Probation Department management ensure wireless device operations are included when completing their Internal Control Certification Program.



**COUNTY OF LOS ANGELES  
PROBATION DEPARTMENT**

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(562) 940-2501



**JERRY E. POWERS**  
Chief Probation Officer

January 21, 2015

TO: John Naimo  
Auditor-Controller

FROM: Jerry E. Powers   
Chief Probation Officer

SUBJECT: **CELLULAR TELEPHONES AND OTHER WIRELESS DEVICES  
REVIEW**

This memo is in response to the audit conducted by your office which identifies 17 deficiencies within the Probation Department's Communications Unit. Based on the recommendations provided by your staff, we have taken corrective action to address each of the findings. Thus far, 11 deficiencies have been corrected and we are currently in the process of implementing corrective action for the six remaining deficiencies. We anticipate completion of the remaining deficiencies by June 2015 and will provide a response to Auditor-Controller once we are in compliance.

Please find attached, the Probation Department's audit response to the Auditor-Controller's review. In addition, we will continue to properly monitor and review cellular device inventory, communication databases and monthly billing statements so that we are compliant with the County Fiscal Manual.

Should you have any questions or require additional information, please contact Tanya Fields, at (562) 940-2825 or via email at [tanya.fields@probation.lacounty.gov](mailto:tanya.fields@probation.lacounty.gov).

JEP:KV:tf

Attachment

## AUDIT RESPONSE

### PROBATION DEPARTMENT CELLULAR TELEPHONES AND OTHER WIRELESS DATA DEVICES REVIEW

#### INVENTORY ACCURACY

1. Immediately reconcile Verizon Wireless' and the Department's wireless device records and make necessary updates (e.g., include all devices, remove terminated employees, etc.).

We agree and have taken corrective action. In July 2014, the Department conducted an internal review of wireless devices along with Verizon's database and the noted discrepancies were addressed. For example, as a result of the July 2014 review, in October 2014, 168 lines were deactivated and the remaining 54 lines were assigned and included in the Department's BarScan records.

Regarding terminated employees, Probation has implemented a new procedure where Human Resources notifies the Communication's Unit Supervisor by email when an employee's status changes (e.g., retired, transferred, terminated, etc.) to update BarScan and deactivate all equipment assigned to the employee.

In addition, in October 2014, the Department implemented quarterly reviews of the records (i.e., Verizon and Department) to ensure the records are updated and in compliance with the County Fiscal Manual. The Department has requested additional staff to assist with the quarterly reviews: perform the annual reevaluations for continued need and pricing plan cost-effectiveness; monitor device usage and costs; and review billing statements.

2. Maintain one complete, accurate inventory (i.e., the barcode system or the manual inventory list) of its wireless devices.

We agree and are now in compliance. In January 2014, the Department began utilizing one inventory tracking system (BarScan) to record and update all wireless devices.

3. Ensure the wireless device inventory includes all required fields.

We agree and have taken corrective action. Effective July 2014, the Department began actively updating all records to correct the missing fields in Barscan and we anticipate its completion in March 2015. The quarterly reviews will ensure records are accurate and in compliance with County Fiscal Manual requirements.

4. Update Verizon Wireless' and the Department's records timely, and continue to periodically reconcile the Department's and Verizon Wireless' records to ensure the records are complete/accurate.

We agree and have taken corrective action. Please see Responses # 1 and # 3.

**EXCESSIVE INVENTORY**

5. Limit activated unassigned wireless devices to a reasonable number for emergencies, and deactivate the remaining devices to avoid unnecessary cost.

We agree and have implemented corrective action. The Department has 11 (not activated) of the 300 devices in the stockroom, and the Department has re-issued the 25 surplus devices in lieu of purchasing new devices for staff to replace their broken wireless equipment.

In January 2014, the Probation Department began monitoring stockroom inventory on a monthly basis to ensure there is a maximum of 20 activated wireless devices on hand for emergencies. As requests for devices are processed, the requesting Manager receives notification indicating the wireless device is available for pick-up. If the wireless device is not picked-up within 30 days of notification, the Communication's Unit deactivates the wireless device to avoid incurring additional costs.

6. Ensure wireless devices are ordered only when needed.

We agree and are now in compliance. The Department does not ordinarily keep excessive stock on hand. All wireless devices are typically ordered on an as needed basis. The 300 devices were ordered for the AB 109 Unit with Grant Funding. The Department anticipated hiring hundreds of new employees; however, this was not the case. Many of the new applicants did not pass background; thus, the devices remained in stock until they were assigned to staff.

As of January 2014, the Probation Department began ensuring devices are ordered on an as needed basis. Each request is reviewed to ensure the Communication's Unit receives the required documentation, specific justification, and two management approvals prior to purchasing a device. As mentioned above, the Communication's Unit has issued 289 of the 300 devices and the 25 surplus devices as replacements for broken wireless equipment in lieu of making new purchases.

7. Ensure obsolete devices are salvaged timely.

We agree and have implemented corrective action. On September 1, 2014, the Communication's Unit deactivated equipment and transferred all salvaged items to the Asset Management Unit for proper disposal. As of October 2014, all salvaged items

have been disposed. Moving forward, upon receipt of obsolete equipment, deactivation will occur and devices will be transferred immediately to Asset Management for proper disposal.

**DEVICE ASSIGNMENTS AND ANNUAL REEVALUATIONS**

- 8. Ensure that wireless device assignments are approved by an appropriate level of management and justified based on operational need, and documentation supporting approvals/justifications is maintained.**

We agree and are now in compliance. In November 2013, the Department began to closely monitor the approval process as indicated in the findings. In August 2014, the Communication's Unit completed an internal audit of the wireless device documentation and obtained missing approvals/justifications. Going forward, the Communication's Unit will ensure requests are approved by an appropriate level of management and justified based on operational need, and documentation is maintained. The Department currently utilizes a 2-tier approval process (Section Head & Bureau Chief) with a final review and approval by the Director of Facilities Operations.

- 9. Reevaluate individual wireless device assignments at least annually to certify continued need, and review the employee's pricing plan to ensure that the most cost-effective plan continues to be used.**

We agree and are implementing corrective action. As mentioned in Response # 1, the Department will request additional staff to assist with the noted findings. Each wireless device will require an annual review to certify the continued need. The Department has requested the wireless carrier provide a semi-annual Summary Usage Report. The Communications Unit will review the report and conduct a cost analysis annually to ensure the continued need for each wireless device. In addition, a pricing plan analysis will be performed to ensure employees are using the most cost-effective plan available through the wireless carriers.

**DEVICE USAGE AND COSTS**

- 10. Deactivate unused wireless devices and review wireless devices with minimal usage to determine if they should be deactivated.**

We agree and have taken corrective action. Effective, April 2014, the Department requested wireless carriers to provide quarterly Zero Usage Reports. The wireless carrier provided the Department a quarterly Zero Usage Report for the three previous quarters from April 2014. In May 2014, the Department started working on identifying these devices with zero usage and forwarded a Zero Usage Report to Executive Level Management requesting their approval to deactivate the devices noted in the report in October 2014. The Management is given 30 days to respond and after this period ends

the devices are deactivated. This process is ongoing and the Department has deactivated 117 lines. As mentioned in Response # 1 the Department will request additional staff to assist with monitoring device usage which includes identifying lines with minimum usage.

- 11. Monitor the wireless devices that exceed the monthly voice minute allowances to determine if the usage is appropriate, and increase voice minute allowances, if needed.**

We agree. As mentioned in Response # 1, the Department will request additional staff to assist with the noted findings. Each wireless device will require periodic reviewing to identify any allowances that are exceeded.

- 12. Review wireless device bills monthly to identify and deactivate unused devices and unnecessary features.**

We agree and are now in compliance. Effective, November 2013, the Probation Department required Executive Management's approval to add restricted features (e.g., global, navigation, etc.) to assigned wireless devices. The Department requested additional staff to assist with reviewing the monthly wireless bills to identify and deactivate unused devices and to review features.

#### **ADDITIONAL CHARGES**

- 13. Ensure administrative staff review wireless device bills for overage/additional charges monthly, distribute bills to employees within one month of bill receipt, and maintain documentation to support that bills were distributed to employees.**

We agree and are implementing corrective action. Effective October 2014, the Probation Department obtained temporary staff to ensure wireless device bills are reviewed for overage/additional charges monthly and distributed to employees through their respective Bureau Chief. The Bureau Chief is responsible for dispersing the statements to their appropriate Director/Supervisor. Upon receipt, the Director/Supervisor is required to review the monthly billing statements with their employees to identify and verify County and non-County related charges. Supporting documentation of the monthly bills which have been distributed will be maintained. As mentioned in Response # 1, the Department will request additional staff to continue to assist with the noted findings.

- 14. Ensure employees review wireless device bills with overage/additional charges to verify the charges are correct, identify and reimburse the Department within 30 days of receiving the bill for personal usage/calls that exceed plan rates, or notify administrative staff that the usage/calls are County related.**

We agree and have taken corrective action. In January 2014, the Department updated the Reconciliation of Monthly Billing Summaries Report for overage/additional charges for FY 2014-15 and monthly thereafter. The report includes 411, roaming, texting, and data usage charges employees incurred. The report, along with procedures for reimbursing the Department for non-business related charges is forwarded to each Bureau Chief. The reimbursement process is as follows:

- The Bureau Chief is directly responsible for forwarding the report to their respective Directors.
- The Directors are required to review the report with the individual employee and identify the charges listed.
- Each employee is responsible for contacting the Fiscal Services Cashiering Unit to remit payment for non-County related business charges within 30 days of receiving the bill.
- The Cashiering Unit forwards payment receipts to the Communication's Unit and the report is updated immediately to reflect the employee's payment.
- Each staff with business-related charges is responsible for providing a copy of the billing statement signed by the employee and their Supervisor to the Communication Unit within seven business days upon receipt.

As a result of this process, the Probation Department is currently researching methods for collecting outstanding cellular phone payments accrued by employees.

- 15. Ensure wireless device bills are reviewed by management after they have been verified by employees to ensure usage is appropriate and personal usage/call costs in excess of plan rates are reimbursed.**

We agree. Please see Responses # 13 & 14.

- 16. Consider blocking services (e.g., international roaming, application downloads, etc.) that result in additional charges.**

We agree. The Department has requested that the carrier provide an Active Features Report that lists all features currently on all wireless devices. In January 2015, the Department will request for the carrier to block all unnecessary added features to all devices.

- 17. Probation management ensures wireless device operations are included when completing their Internal Control Certification Program.**

We agree and are implementing corrective action. The Department will ensure all wireless device operations are included in the upcoming Internal Control Certification Program.